

Taxicab Bureau Updates: Regulatory Changes and TNC Concerns

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Director of the Department of Safety and Permits

September 21, 2016



CITY OF NEW ORLEANS

Pending Ordinances

- Cal. Ord. 31,500
 - Allow for inspections only once per calendar year.
 - Applies to all CPNC Types.
- Cal. Ord. 31,501
 - Allows a “dispatch fee” to be assessed for digital dispatch.
 - Optional fee up to \$2.00
 - Standard practice for TNCs – helps level the playing field for taxicabs.



Pending Ordinances

- Cal. Ord. 31,502
 - Allows drivers to utilize their City-approved Passenger Information Monitor as their trip sheet.
 - Eliminates paper trip sheets and record maintenance requirements
- Cal. Ord. 31,503
 - Gives Safety and Permits the ability to approve on-car advertisements for dispatch services.



Rule Changes

- Rules will be established for TNCs which outline:
 - Duty of TNC Permit Holders to distribute information
 - Require TNC Permit Holders to report accidents on a monthly basis.
 - Establish a duty to proactively suspend drivers for failure to submit to post-accident drug testing.



Administrative Changes

- Cameras
 - A third camera provider has been approved for installation
 - Less expensive device, easier installation, higher quality video recording, larger memory card capacity (more footage is retained).
- Clarity and Consistency in Inspections
 - Improved inspection checklists
 - Revised process for issuing “Do Not Operate” orders.
 - Troubleshooting training to reduce camera related failures.



Administrative Changes

- Inspection Station Payments
 - To allow faster service at the inspection station, payment is no longer accepted at that location.
 - An invoice is provided and fees can be mailed in or paid online.
- Website Improvements
 - The Bureau is revising its web presence to make it more user friendly.
 - Will provide Drivers and Holders with clear, concise information



Enforcement – Generally

- The Bureau is shifting enforcement from a complaint driven, reactive model to a proactive enforcement regime:
 - Working with the Aviation Board to increase presence and authority.
 - Increasing enforcement on out-of-parish operators
 - Partnering Peer Regulators to address these through Administrative actions in home jurisdiction.
 - Tracking complaint data to identify enforcement “hotspots”.
 - Revised enforcement zone map to correspond with hotspots.



Taxi & TNC Statistics

- Taxicab Industry Data – 2016
 - Fares (Jan 1, 2016 – June 30, 2016)
 - \$33,698,485.94 (▼ 4.9% YTD from 2015)
 - Vehicles
 - 1,694
- TNC Industry Data - 2016
- TNC Drivers*
 - 5,424
 - TNC Trips (Jan 1, 2016 – June 30, 2016)
 - 2,342,673

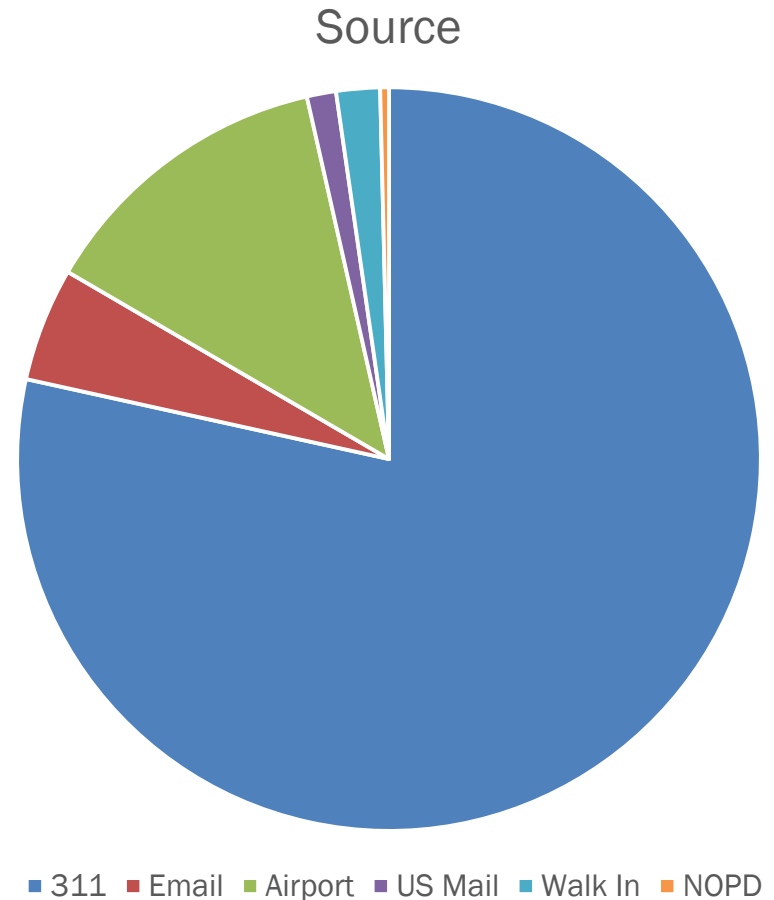
* As of 8/31/2016; not adjusted for drivers operating for multiple TNCs or multiple drivers registered to a single vehicle.



Complaints – By the Numbers (4/1/15 – 8/31/16)

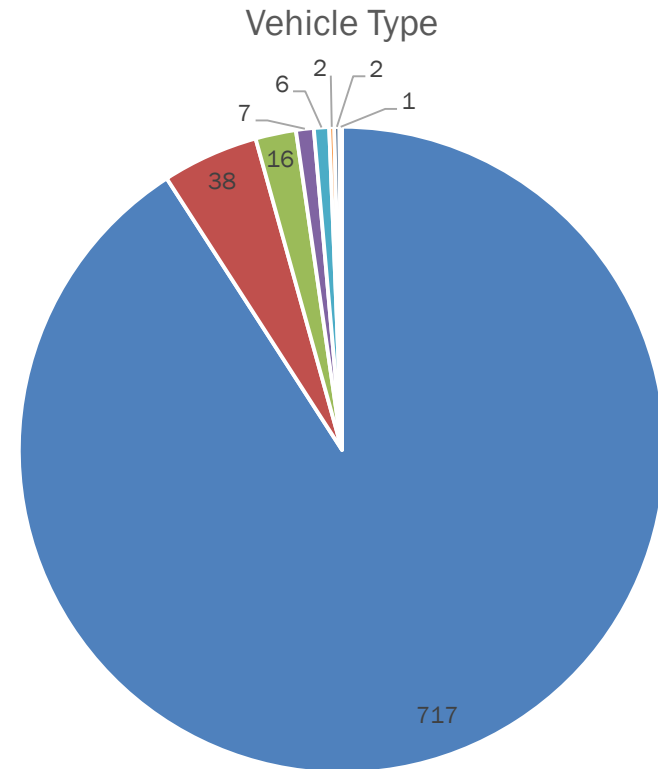
- Complaint Source:

- 311 – 619
- Email – 35
- Airport – 103
- Walk In – 15
- US Mail – 10
- NOPD – 3



Complaints – By the Numbers (4/1/15 – 8/31/16)

- Vehicle Type:
 - Taxicab – 717
 - TNC - 38
 - Bus/GC/SS – 16
 - Limousine – 7
 - Tour Guide – 6
 - Pedicab- 2
 - NEMT -2
 - Buggy – 1

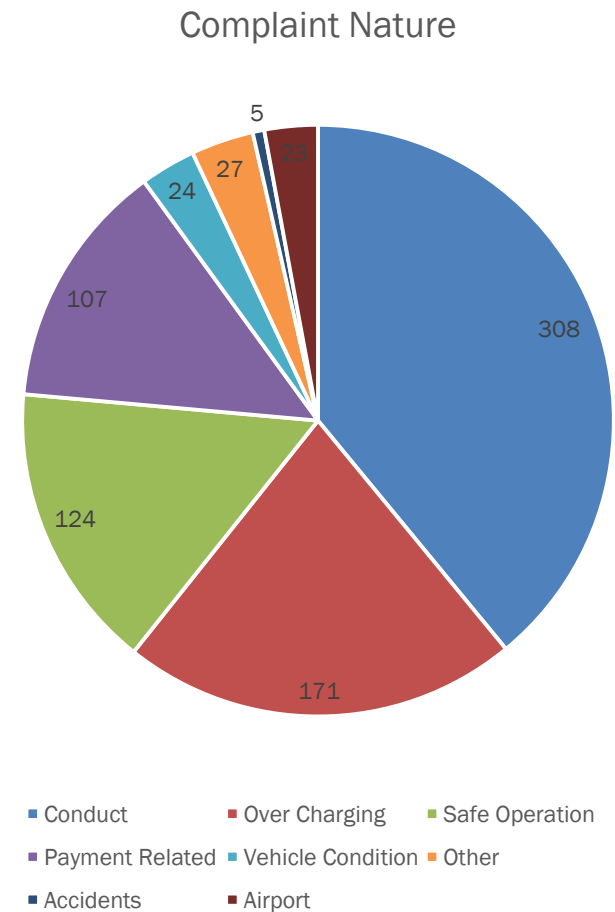


■ Taxicab ■ TNC ■ Bus/GC/SS ■ Limousine
■ Tour Guide ■ Pedicab ■ NEMT ■ Buggy



Complaints – By the Numbers (4/1/15 – 8/31/16)

- Complaint Nature:
 - Driver Conduct – 308
 - Overcharging -171
 - Safe Operation – 124
 - Payment Related- 107
 - Vehicle Condition - 24
 - Airport – 23
 - Other – 27
 - Accidents – 5



TNC Complaints

- The City has addressed out-of-state TNC vehicles picking up at the Airport
 - Effective September 1, Uber implemented the required controls at MSY
 - Requires same Driver and Vehicle standards as New Orleans



TNC Complaints

- Revised TNC Complaint Review process
 - Standard review form for all complaints
 - Formalized procedure for forwarding consumer complaints to TNC operators if the issue is not a matter of Code.
- TNC operators have been cooperative in providing information to address complaints.



TNC Complaints

- We investigate all complaints filed with our office.
 - Many complaints do not have enough information to substantiate the allegation.
 - Without additional information from a complainant S&P cannot meet the burden of proof required for hearings.



TNC Enforcement

- There are presently 2 pending hearings regarding TNCs
 - Late submission of a Driver Register
 - Failure to submit information in the timeframe allowed.
- There are presently 6 complaints/cases being investigated.



TNC Enforcement

- Passengers and concerned citizens can report any observed violations to 311 or through the Taxi Bureau's website:
<http://nola.gov/taxicab-for-hire-bureau/feedback/>



Staffing

- The Department is actively working with Civil Service on restructuring the Bureau and filling vacancies.
- Taxicab Investigator Register closed on 9/9/16.
 - 3 vacancies to fill (based on 2016 allocation)
 - Interviews to begin week of 9/26/16



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